

OBSERVATION REPORT #92

Verizon–New Jersey (Verizon-NJ) does not consistently follow its metrics change implementation process.

Issue

KPMG Consulting attempted to verify Verizon-NJ's metrics change implementation process as part of PMR5 (Change Management of Standards and Definitions Verification and Validation Review) testing.

As detailed in its *Wholesale Change Control Process* document, Verizon-NJ has an established process to manage changes that arise in the normal course of business concerning its performance metrics. Once a desired change is identified, it goes through the change control process where it must be defined by the change control manager and submitted for approval before it can be implemented.

In the process of conducting the PMR3 (Metrics Calculation) test, KPMG Consulting was unable to replicate MR-1 (Response Time OSS Maintenance Interface) Retail values. Upon further investigation, KPMG Consulting found that a change had been implemented without issuance of a change control number and had not gone through the change control process. In another instance, KPMG Consulting discovered that a change that was only supposed to be implemented for the Pennsylvania jurisdiction was also implemented in New Jersey without going through the appropriate change control process. **Table 1** lists details of these changes.

Table 1: Improperly Implemented Metrics Changes

Number	Domain	Metric Family	Products	First Reporting Month Affected	Change Details
1	MR	MR-1	Retail	November 2000	Previous calculation methodology measured only transactions submitted between 8AM to 6PM. November 2000 calculation methodology measured all transactions regardless of time.
2	MR	MR-2-05, MR-3-03, PR-6-03	POTS	September 2000	For all CPE/TOK/FOK metrics, disposition codes 7,8,9,12, and 13 should all be used in the calculation of the metrics. Prior to

Number	Domain	Metric Family	Products	First Reporting Month Affected	Change Details
					September 2000, only disposition codes 9 and 12 were used in these calculations.

Assessment

Failure to consistently follow the procedures defined in the *Wholesale Change Control Process* document prevents Verizon from adequately managing its change management process, since it cannot assess whether change proposals and other change issues are addressed in a timely and proper manner.